



# GRIEVANCE MANAGEMENT SYSTEM OVERVIEW



## 1. Department Mandates for Grievance Process

- ✚ Compliance with Title XV § 1361
- ✚ Compliance with Prison Rape Elimination Act (PREA) Standards § 115.351-352
- ✚ Per the Court Stipulated Judgment (Cal-DOJ Settlement Agreement) executed on January 21, 2021.

## 2. Effects on Current System / Processes

- ✚ Grievance Management System (GMS) would replace the Juvenile Institutions Grievance System (JIGS)
- ✚ GMS would not replace paper forms and secure lockbox processes. This will allow the Department to continue to provide multiple internal methods for youth to make reports, such as reports associated with sexual abuse and sexual harassment (Title XV § 1361(h); PREA § 115.351(a))
  - Grievances initiated in a paper form will be required to be entered into the GMS for processing.

## 3. Implementation

- ✚ Phase 1 to be implemented by February / March 2023
  - Software Development
  - Policy Revisions
  - Officer/Youth User Education/Training.
- ✚ Phase 2 (to be implemented Fall 2023)
  - Software Enhancements/Modifications
- ✚ Phase 3 (to be implemented March 2024)
  - Procurement of Kiosks
  - Design & Production
  - Installation

## 4. Grievance Management System Functionality

- ✚ **Dashboard** with customizable report features. This will allow the Department staff to more efficiently account and manage their respective grievances
- ✚ **Real time data** provided that will allow staff to track grievances in real time. This would eliminate the need to have multiple copies of grievance floating around a facility for actionable items, signatures, and other elements of processing. Real time reports would eliminate the need of requesting copies to track progress
- ✚ **Internal time system** built into software. Embedded timers allow for enhanced accountability, a variety of built-in alerts, and eliminates human error in time keeping
- ✚ **Enhanced emergency grievance processing** includes direct notifications. Grievance Officers will have to act faster and prioritize such requests. When an emergency grievance is submitted, a notification email is issued to Grievances Officers and Directors. If the emergency grievance is regarding PREA condition, an email notification will be sent to the appropriate PREA recipients
- ✚ **Scanning of additional documentation** is an action that will allow the inclusion of documentation to be captured in the grievance process
- ✚ **Comprehensive data storage** will allow the ability to search and export data for an enhanced ability to not only search for trends, but to produce analytics expeditiously. Accessibility available from any authorized computer.